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Subject: Patent Application  
Docket No: CH919990038  
Serial No: 09/699,262

Comments: Amendment attached

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of	:	October 25, 2004
K. Cieliebak, et al	:	Group Art No.: 3624
Serial No. 09/699,262	:	Examiner: J. Patel
Filed: October 27, 2000	:	IBM Corporation
Title: PORTFOLIO THEORY METHOD OF MANAGING OPERATIONAL RISK WITH RESPECT TO NETWORK SERVICE-LEVEL AGREEMENTS		Anne Vachon Dougherty 3173 Cedar Road Yorktown Hts, N.Y. 10598

AMENDMENT

Commissioner for Patents  
Sir:

In response to the Office Action dated July 23, 2004  
for the above-identified patent application, Applicants  
submit the following:

Amendments to the claims as reflected in the Listing of  
Claims which begins on page 2; and

Remarks/Arguments which begin on page 17.

CH919990038

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